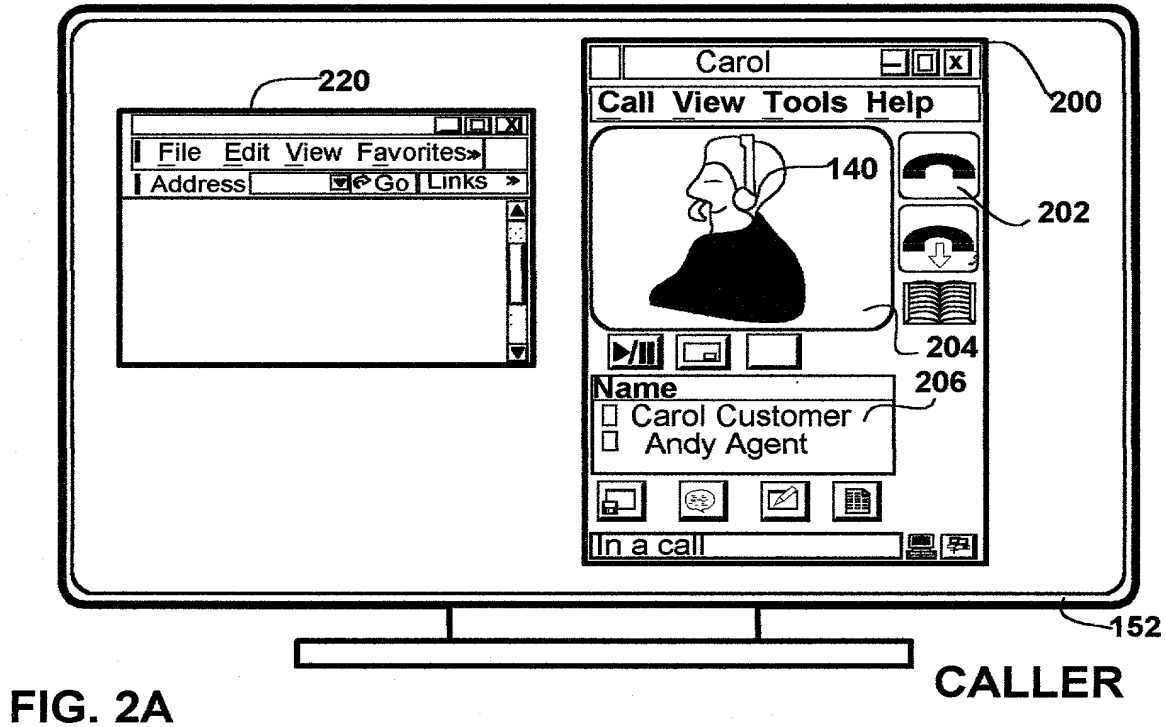
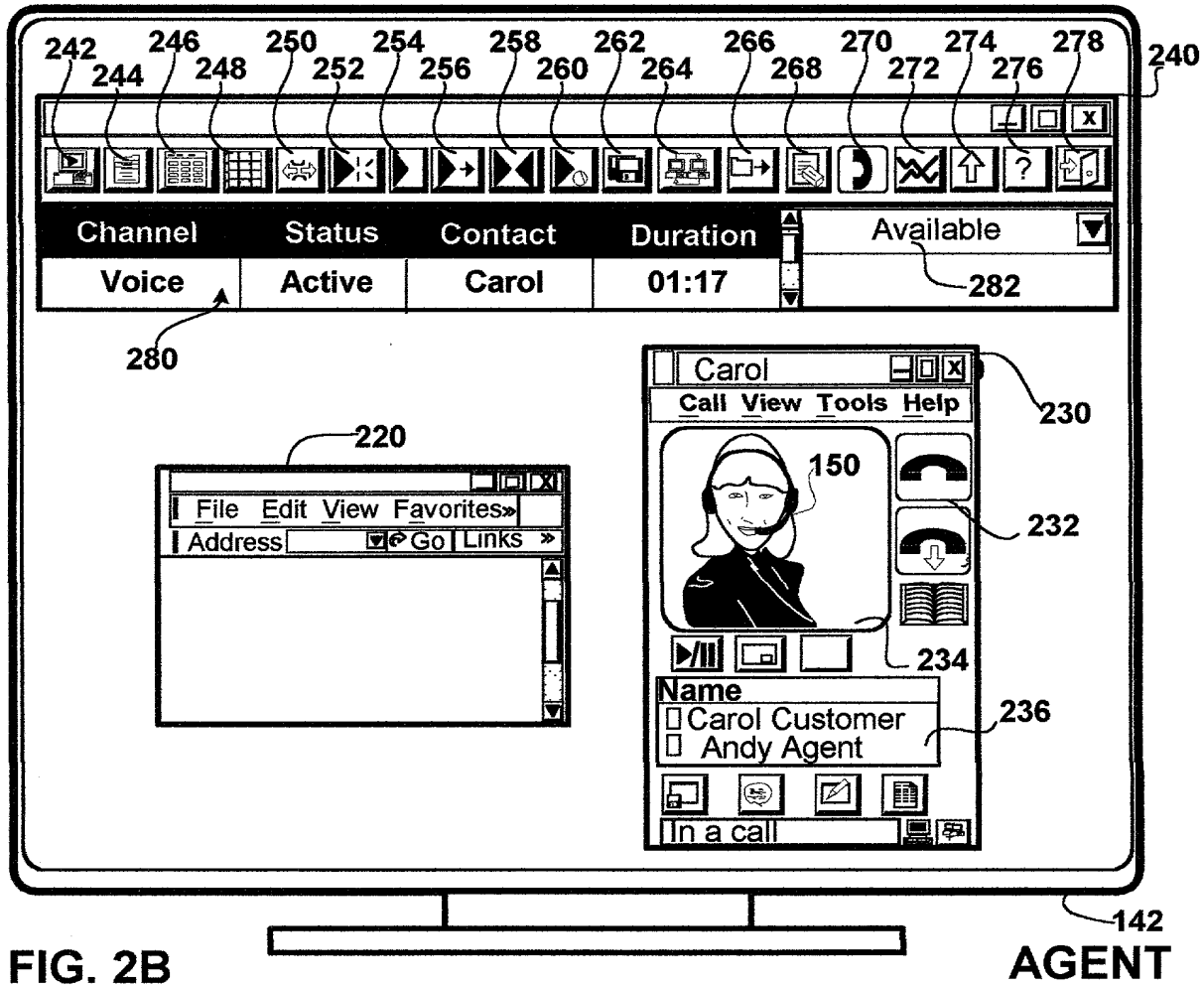




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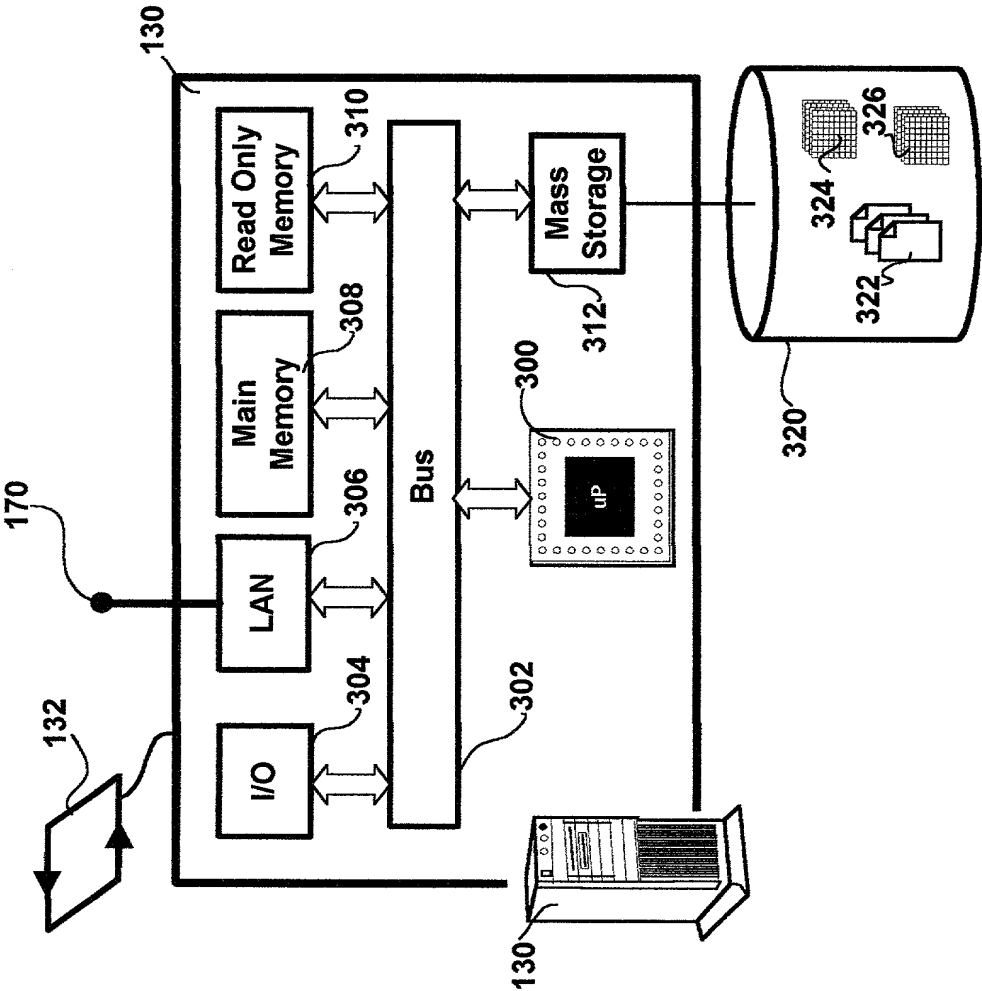


FIG. 3

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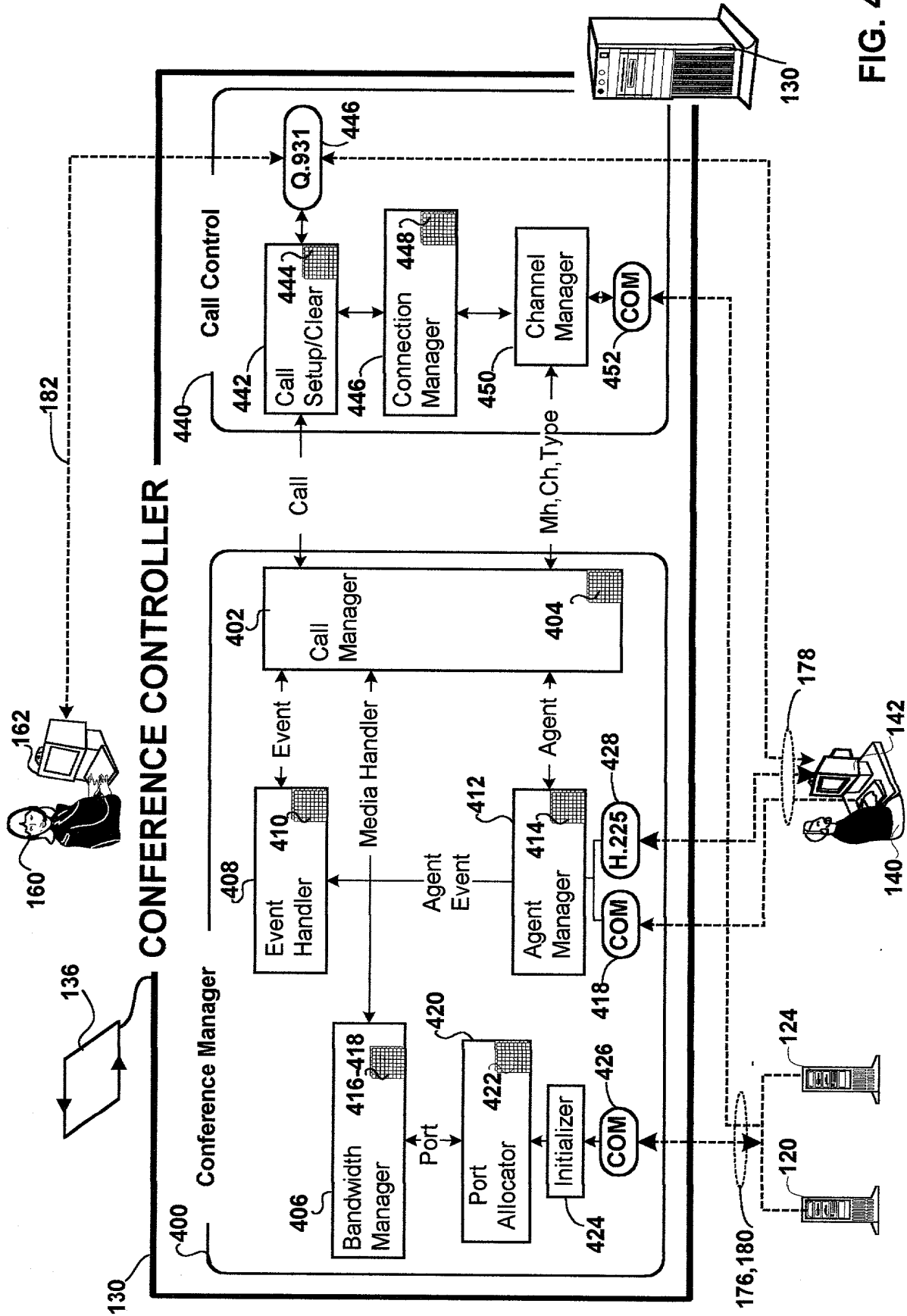


FIG. 4

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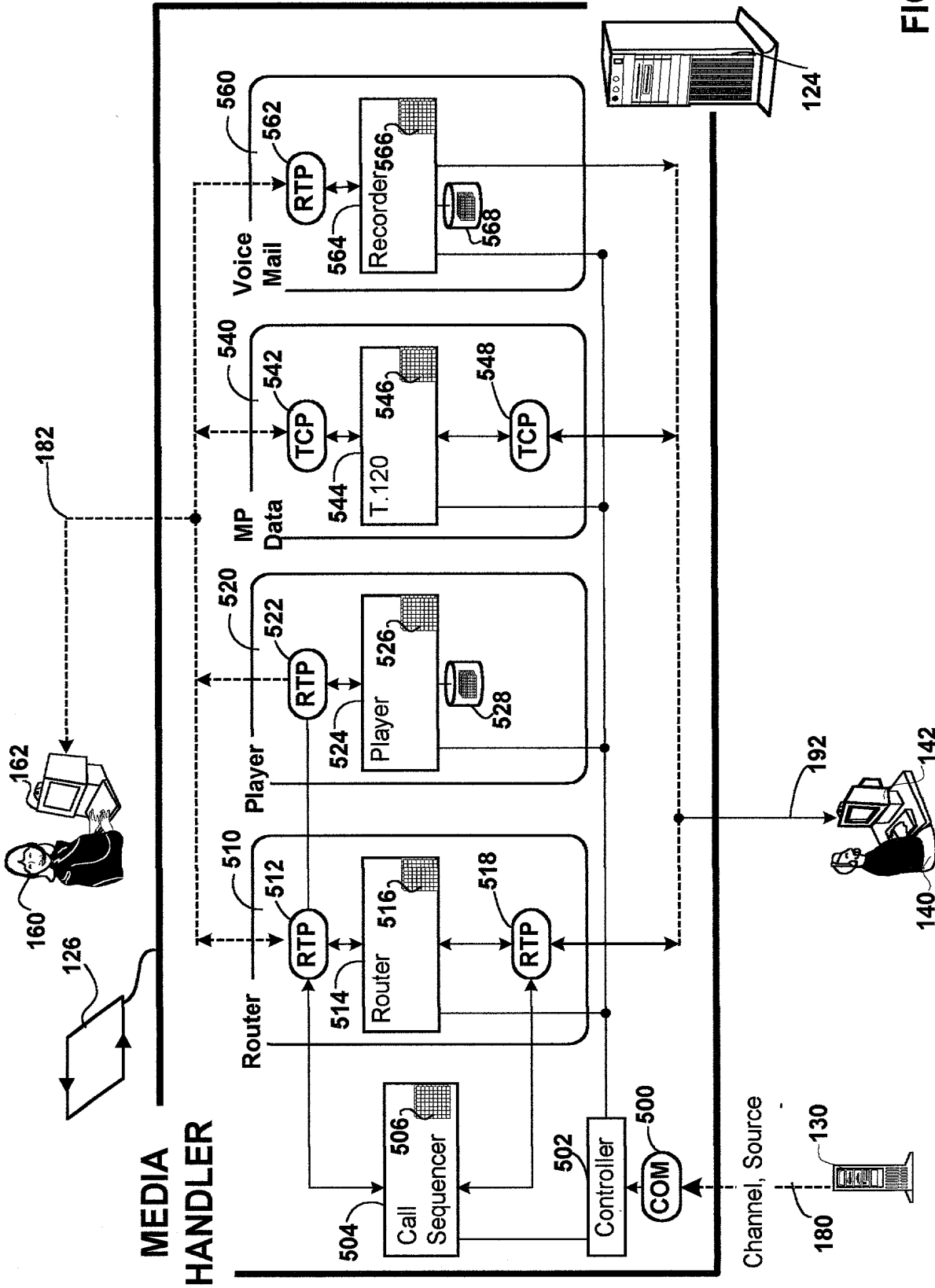


FIG. 5

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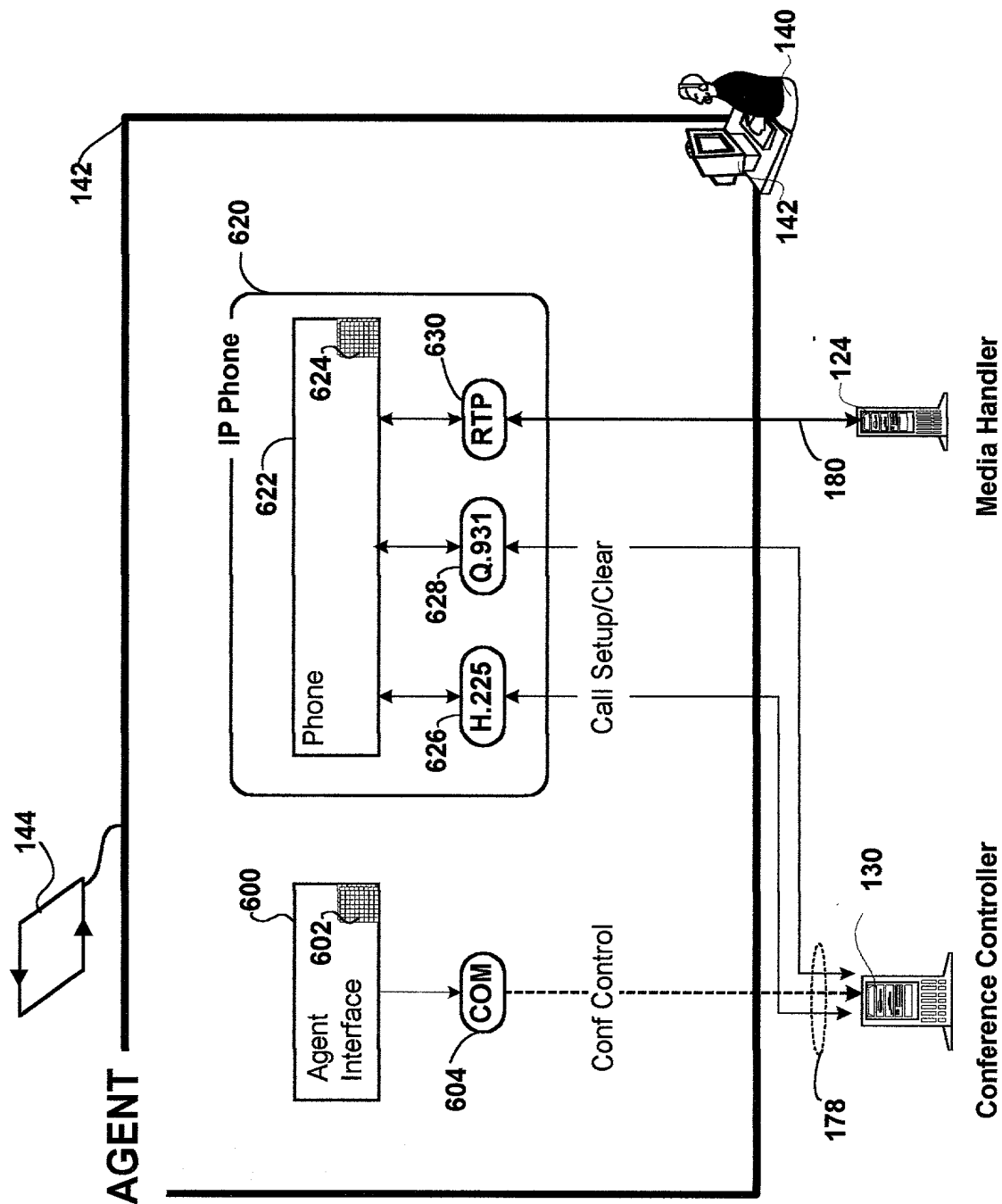


FIG. 6

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410

Event Handler				
	Queue		Hold /Transfer	
Context	Video	Audio	Video	Audio
Cust Supt	File 1	File 10	File 21	File 30
Tek Supt	File 2	File 12	File 22	File 32

700 702 704 706 708

414

Agent Management				
Agent	IP	Status		Dept
Bert	w.x.y.z	Log In	Available	Cust Serv
Carol	w.x.y.z	Log In	On Call	Tek Supt
Ernest	w.x.y.z	Log Out	N/A	Cust Serv

710 712 714 716 718

404

Call Management							
Cnf	Context	Members			Ev Last	Ev Next	Status
1	Cust Sup	Carol	Ag 1	Supr	Supr In	Supr Out	Done
2	Tek Supt	Caller 2	Ag 2		Ag in	Ag Out	In Proc
3	Cust Sup	Caller 3			Play	Ag In	Done

720 722 724 726 728 730 732 734

416

IP Bandwidth	
IP	kbps
N1	50000
DMH1	1000
Ag 1	500

736 738

418

Conference Allocation					
IP	DMH	Bw Mx	Bw Est	CMax	CAct
IP1	1	2000	5000	200	45
IP2	2	1000	4000	200	22
IP3	3	0	4500	200	0

740 742 744 746 748 750

422

Media Handler					
MH	Status	IP Ext	IP Int	Cf Mx	Port Stack
1	Up	w.x.y.z	w.x.y.z	200	
2	Up	w.x.y.z	w.x.y.z	200	
3	Up	w.x.y.z	w.x.y.z	200	

754 756 758 760 762 764

448

Connections								
Cnf	Call	Call IP	Ctr Pt	Out Ports	Status	MH IP	In Ports	MHStatus
1	Carol	w.x.y.z	1867	###	Open	w.x.y.z	###	Open
1	Andy	w.x.y.z	1868	###	Open	w.x.y.z	###	Open
1	Super	w.x.y.z	1869	###	Open	w.x.y.z	###	Close

780 782 784 786 788 790 792 794 796

444

Default Capabilities						
	Video	kbps	Audio	kbps	Data	kbps
1	H.263	350	G.711	55	T.120	10
2	H.261	350	G.723	68		

768 770 772 774 776 778 780

CONFERENCE
 CONTROLLER

FIG. 7

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516

Routing Table								
Cnf	Call	Call IP	Out Ports	Status	In Ports MH	Status	Sw/Mix	Seq Ti
1	Carol	w.x.y.z	###	Open	###	Open		
1	Andy	w.x.y.z	###	Open	###	Open		
1	Super	w.x.y.z	###	Open	###	Close		

800 802 804 806 808 810 812 814 816

526

Play Table						
Cnf	Call	Call IP	Out Ports	File	Status	Seq Ti
1	Carol	w.x.y.z	##	Demo1	Open	
1	Andy	w.x.y.z	##	Demo1	Open	

820 822 824 826 828 830 832

546

Multi-Point Data							
Cnf	Call	Call IP	Out Ports	Status	MH IP	In Ports MH	Status
1	Carol	w.x.y.z	1503	Open	w.x.y.z	1503	Open
1	Andy	w.x.y.z	1503	Open	w.x.y.z	1503	Open
1	Super	w.x.y.z	1503	Open	w.x.y.z	1503	Close

840 842 844 846 848 850 852 854

566

Recorder					
Cnf	Call	Call IP	In Port Rec	Status	Destination
1	Carol	w.x.y.z	#	Open	Andy

860 862 864 866 868 870

506

Sequencer				
Cnf	Call	Call IP	Out Ports	Seq Ti
1	Carol	w.x.y.z	###	
1	Andy	w.x.y.z	###	
1	Super	w.x.y.z	###	

880 882 884 886 888

Media
Handler

FIG. 8

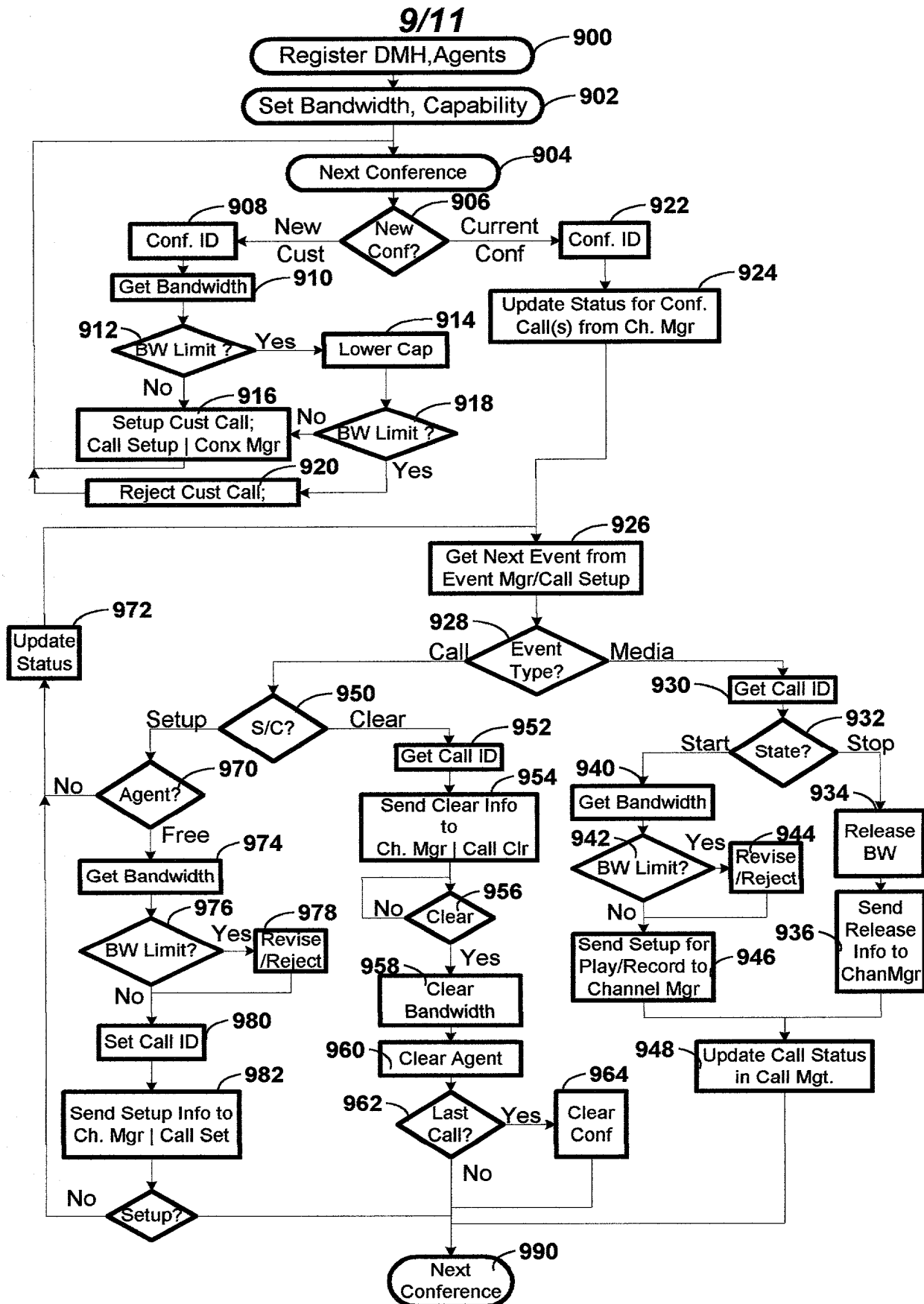


FIG. 9

Conference Manager

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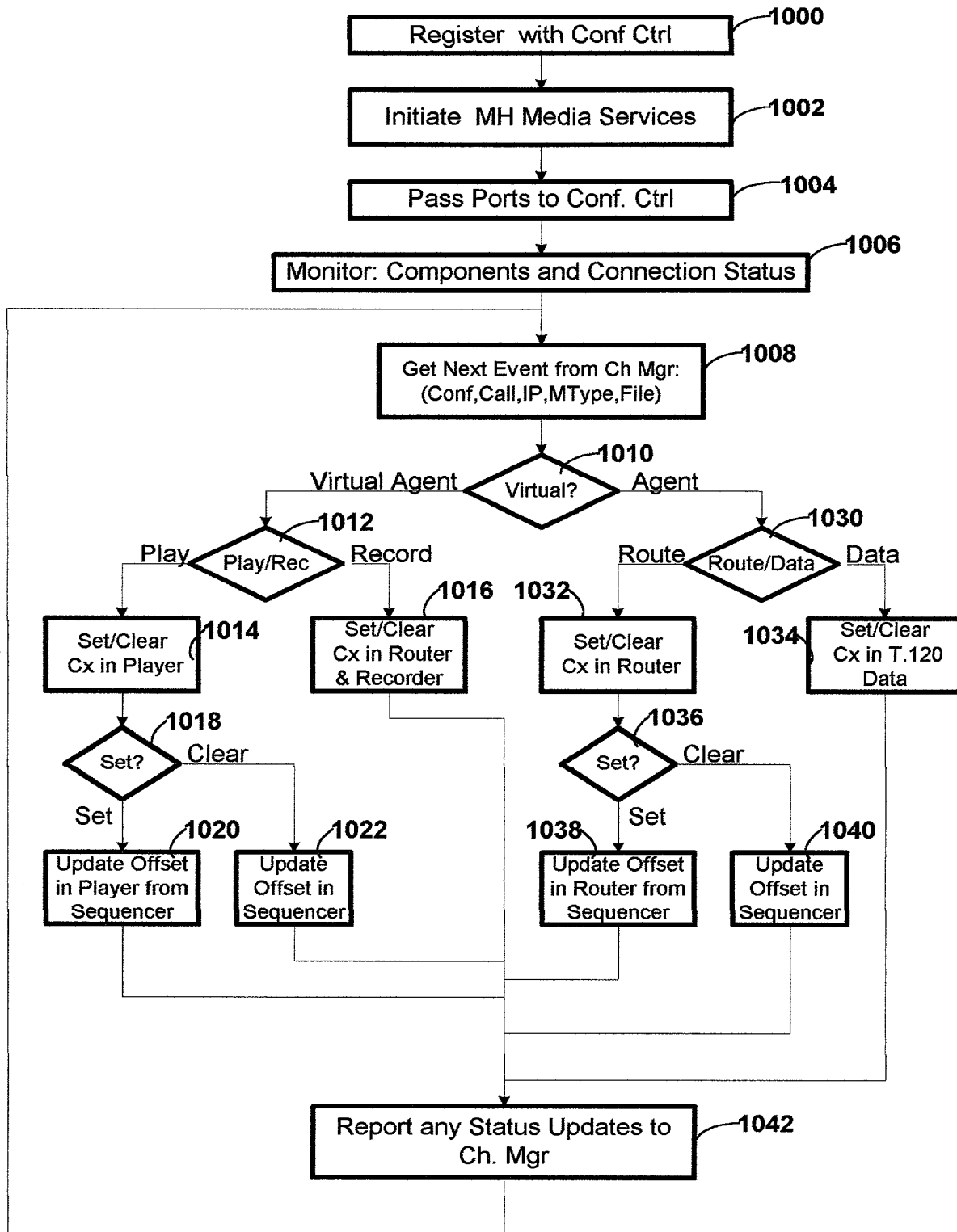


FIG. 10

Media Handler

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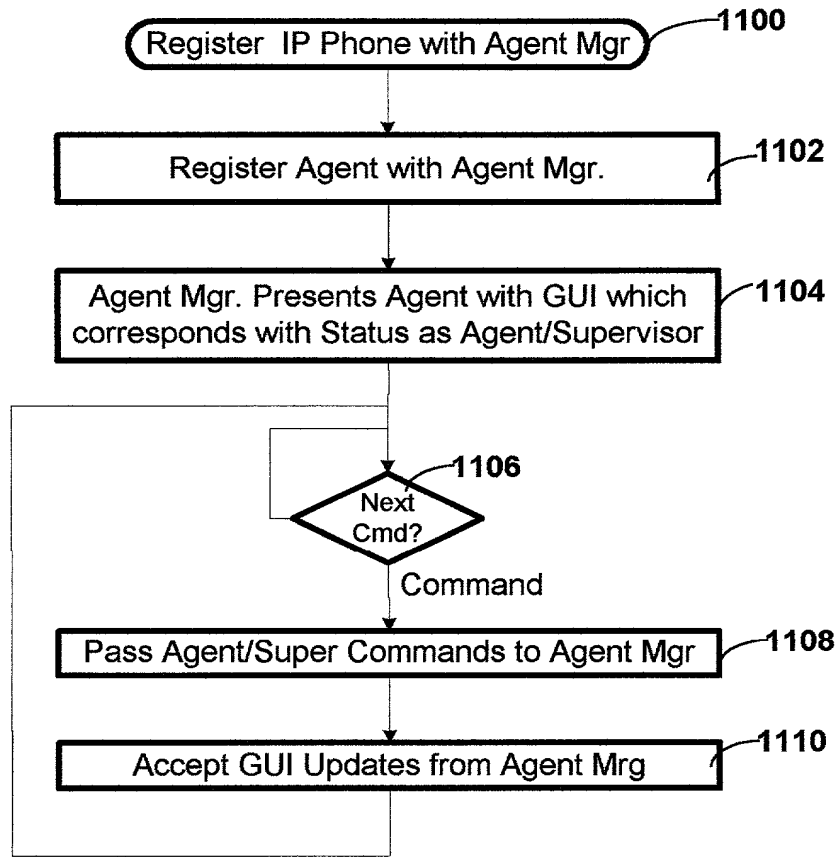


FIG. 11

AGENT